

AUTO-OWNERS INSURANCE COMPANY
AUTO-OWNERS LIFE INSURANCE COMPANY
HOME-OWNERS INSURANCE COMPANY
OWNERS INSURANCE COMPANY
PROPERTY-OWNERS INSURANCE COMPANY
SOUTHERN-OWNERS INSURANCE COMPANY



BRANCH CLAIM OFFICE
5915 Carmichael Road • P O. Box 244017
Montgomery, Alabama 36124-4017
334-279-0323 FAX 334-271-0481
WWW.AUTO-OWNERS.COM

CLAIMS FAX TRANSMISSION

DATE: 12-21-04 Number of pages including cover sheet 20

TO: FAX # () _____

TO: Home office Claims

Attention: _____

FROM: AUTO-OWNERS INSURANCE COMPANY

BY: Bill Reeves

SUBJECT: 37-4873-04

Remarks: Reporting New Loss to you. Please Advise

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PLEASE CALL SENDER IF ANY PAGES ARE MISSING OR UNCLEAR

AO00252

Billing Summary for Property Files and All Time and Expense Files

Date: 12-09

GAB Robins File #

Insured:

Claim/Policy #:

Resp Branch #:

Additional Branch#

Est Gross Loss:

Damage Appraisal

Full Adjustment

Other

22821-0

Pioneer Telephone Services

37-4873-04

22821

#1260292

LocationsSpe. Inv.

Adj#

Adj#

2044-8

Gauthier

Final

Interim

Supp

Flat Rate

Flat Rate

Flat Rate

Flat Rate Sub Total: #1425

Time and Expense

Branch # 22821

Branch #

Branch #

Branch # 22821

Adjuster #

Adjuster #

Adjuster #

Clerical #

2044-8

3567-2

Hours

Hours

Hours

Hours

0.3

Rate

Rate

Rate

Rate

\$40.00

Totals

Totals

Totals

Totals

Time & Exp Sub Total #

Miscellaneous

Photos Total

Less Included:

Billable Photos

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Rate: \$2.00

Rate: \$1.65

Miles # 25

Travel Time & Mileage

Mileage Total

Less Included:

Billable Miles

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Rate: \$0.47

Rate: \$0.30

Tele/Fax

Cell Phone

Express Mail

Public Record

Copies

Other

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Misc. Exp. Sub Total #110.55

Total Billing Tax:

State Sales Tax (where applicable)

GAB Robins Service Invoice Total #1535.55

AO00253

Roof Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 37 4873 04 Loc1

Policy # 034617-38525851-04

Ins Claim #

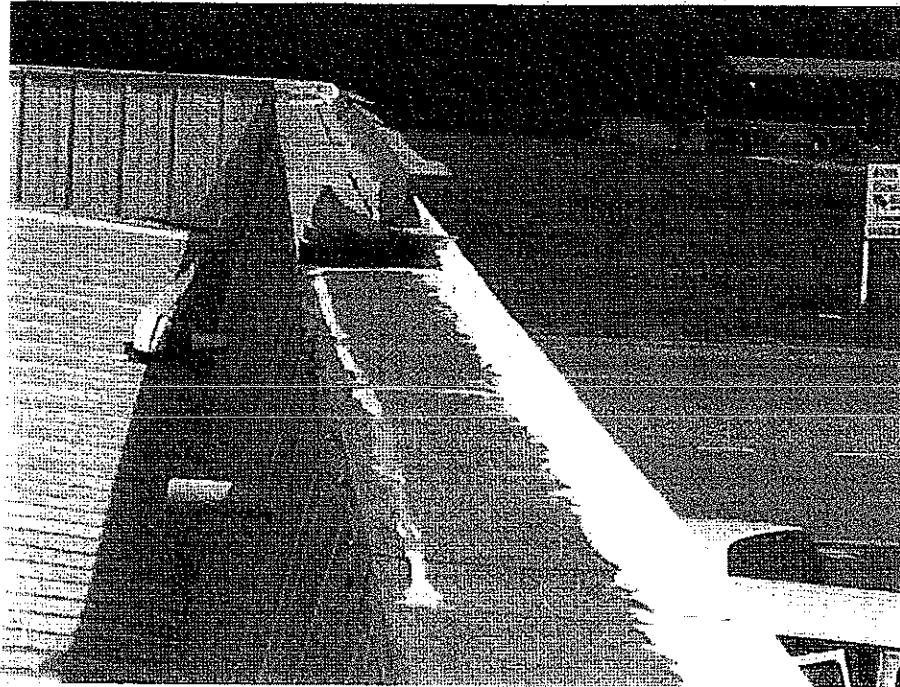
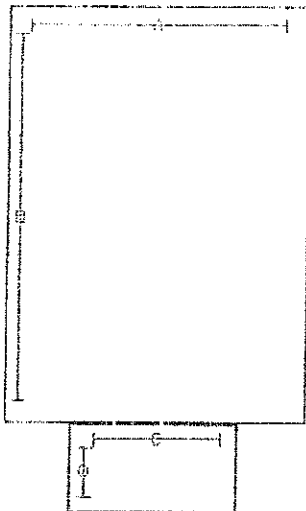


Photo - Roof

Parapet wall damage - Water penetration to 4 spaces on interior

Roof Diagram



Length	Width	Times	Qty	Sq Ft
A 51'	B 97'	1	1 =	4,947 00
C 23'	D 16'	1	1 =	368 00
Total Sq Ft				5,315.00
Divided by 100				53 15
Cutting Loss 10%				5 32
Estimated Squares				58.47

Roof Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 37 4873 04 Loc2
 Policy # 034617-38525851-04
 Ins Claim #

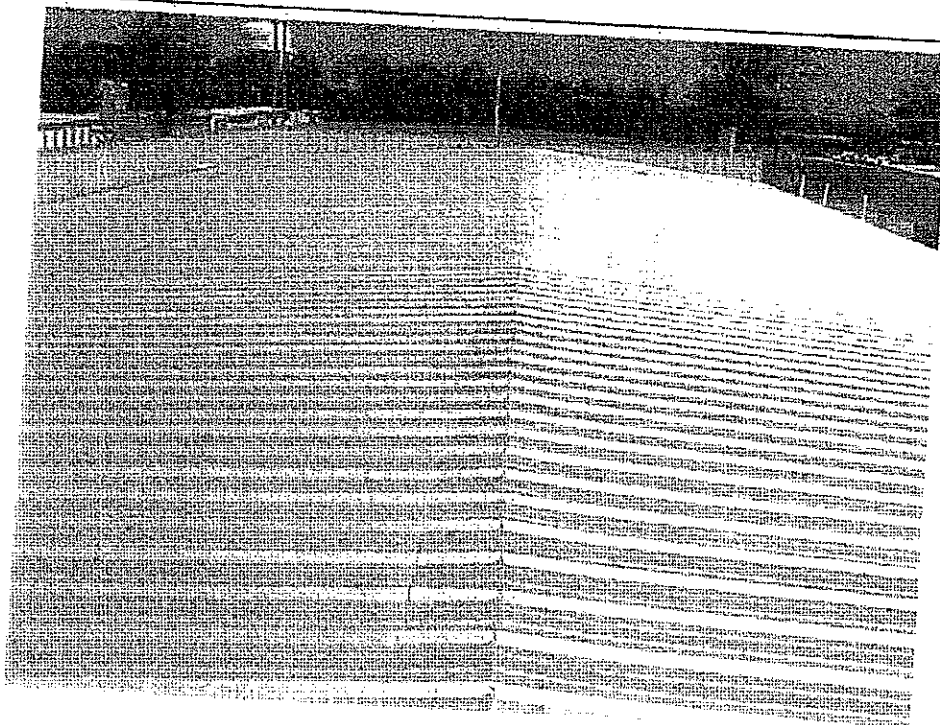
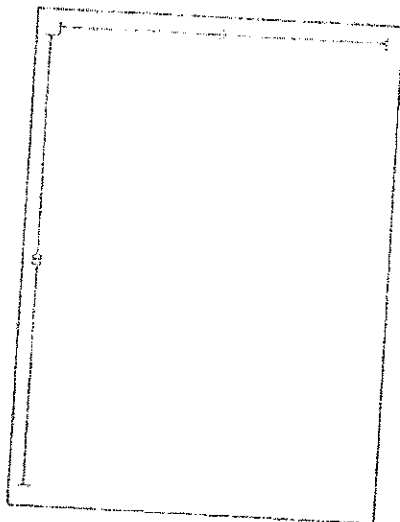


Photo - Roof

Overview - No damage to metal

Roof Diagram



Length	Width	Times	Qty	Sq Ft
A 50'	B 117'	1	1	= 5,850.00
Total Sq Ft				5,850.00
Divided by 100				58.50
Cutting Loss 10%				5.85
Estimated Squares				64.35

Photo
Photo Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017
Policy # 034617-38525851-04
Ins Claim #

Photo - ID

ID 1833

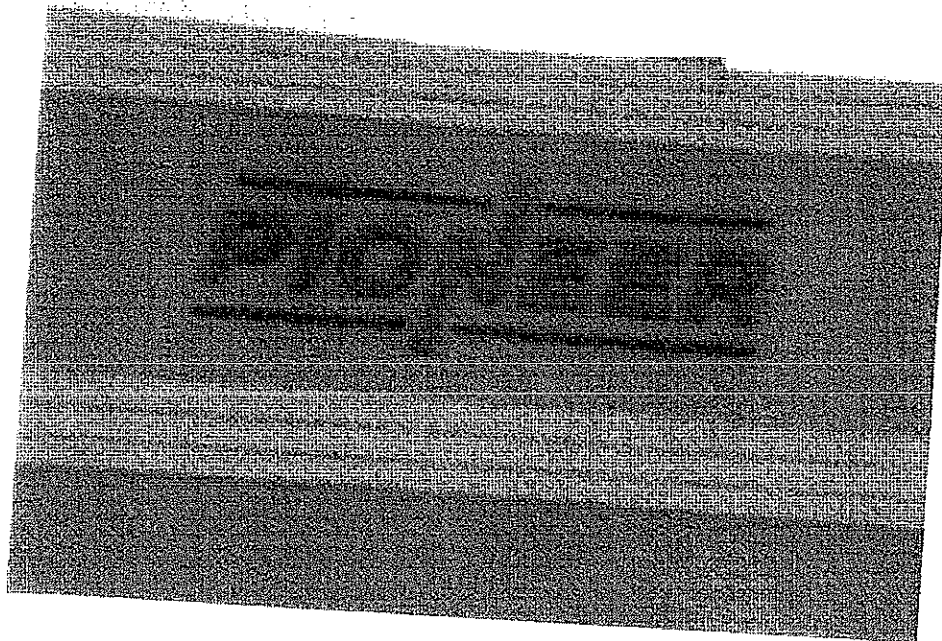


Photo - RISK

FRONT



Photo Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017
Policy # 034617 38525851-04
Ins Claim #

Photo - RISK

REAR

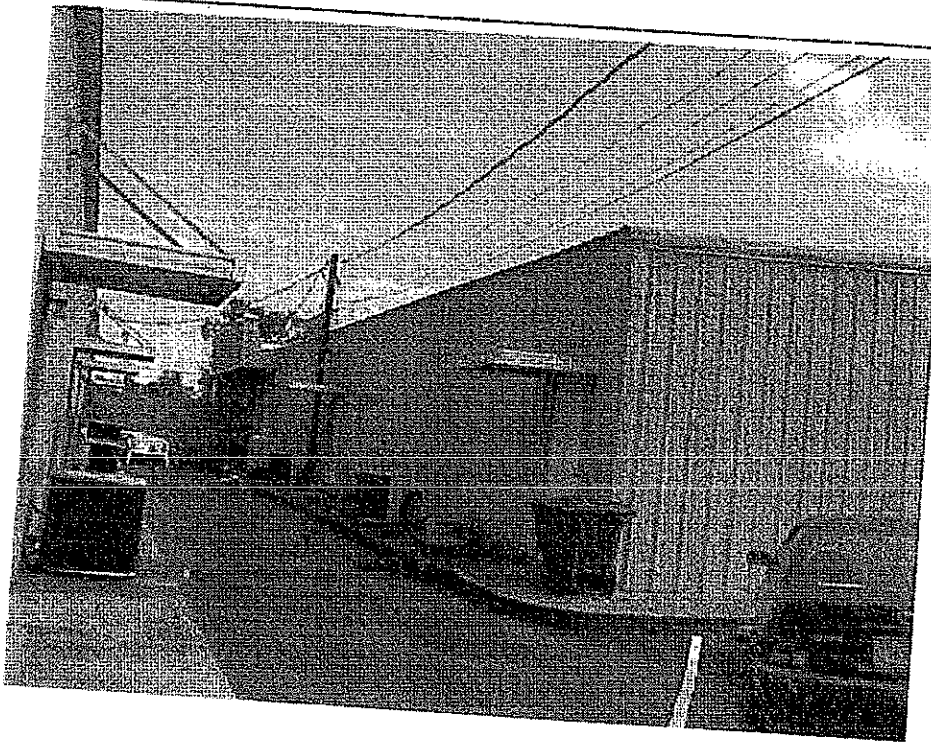


Photo CAP

CAP DAMAGE

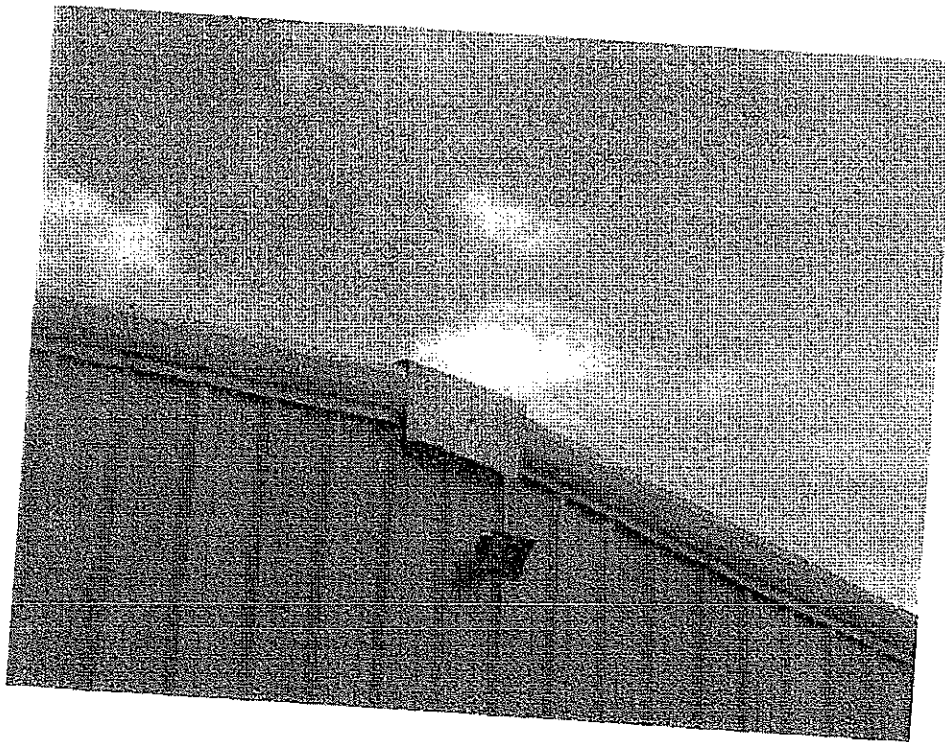


Photo Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017
Policy # 034617-38525851 04
Ins Claim #

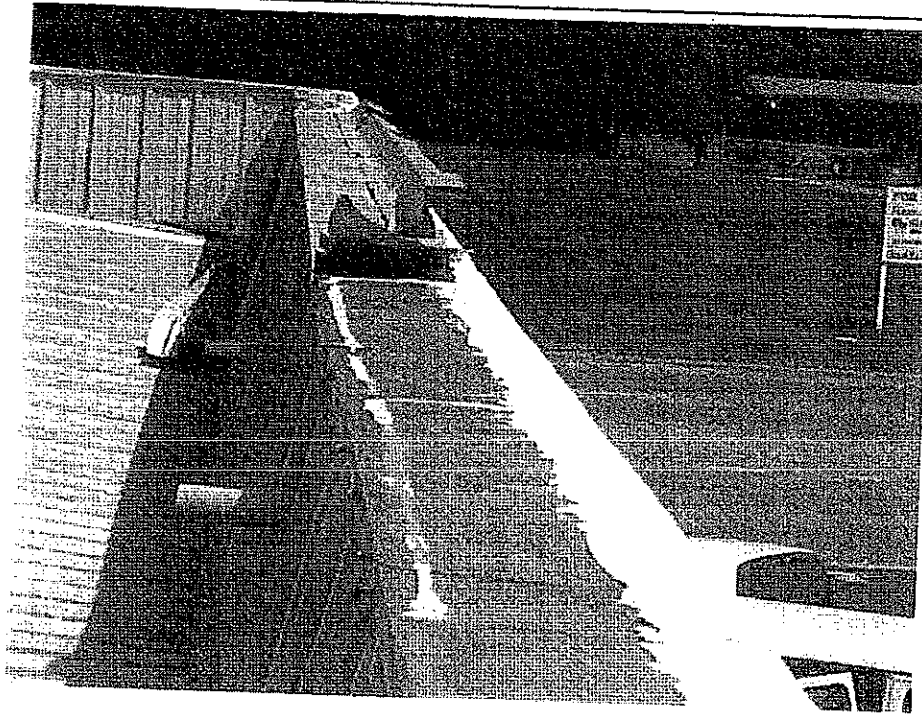


Photo - CAP

DAMAGE

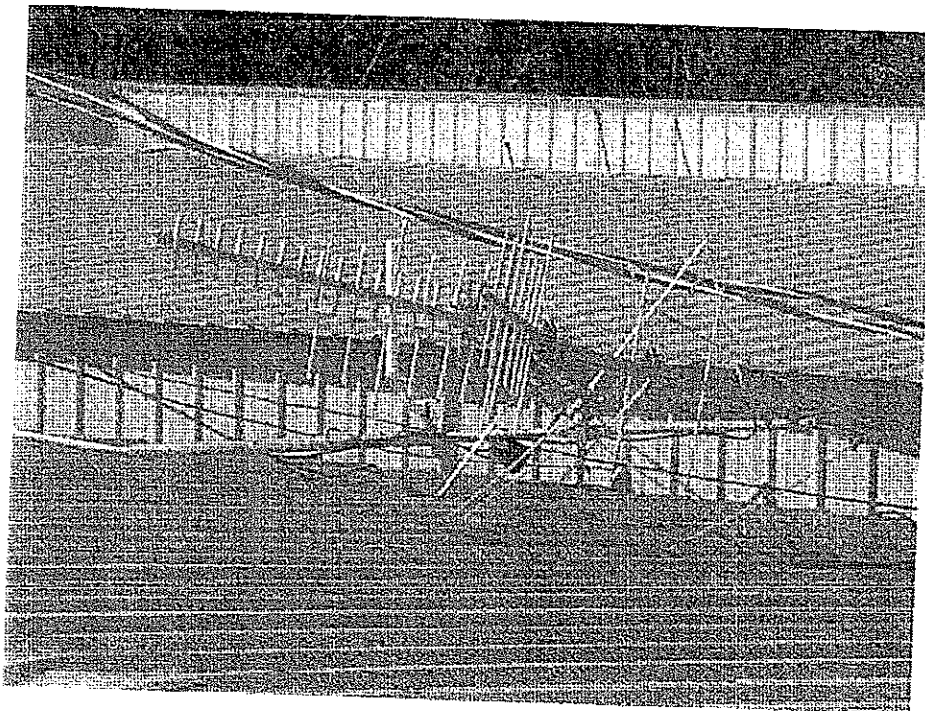


Photo - ANTENNA

DAMAGE

Photo Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017
Policy # 034617-38525851-04
Ins Claim #

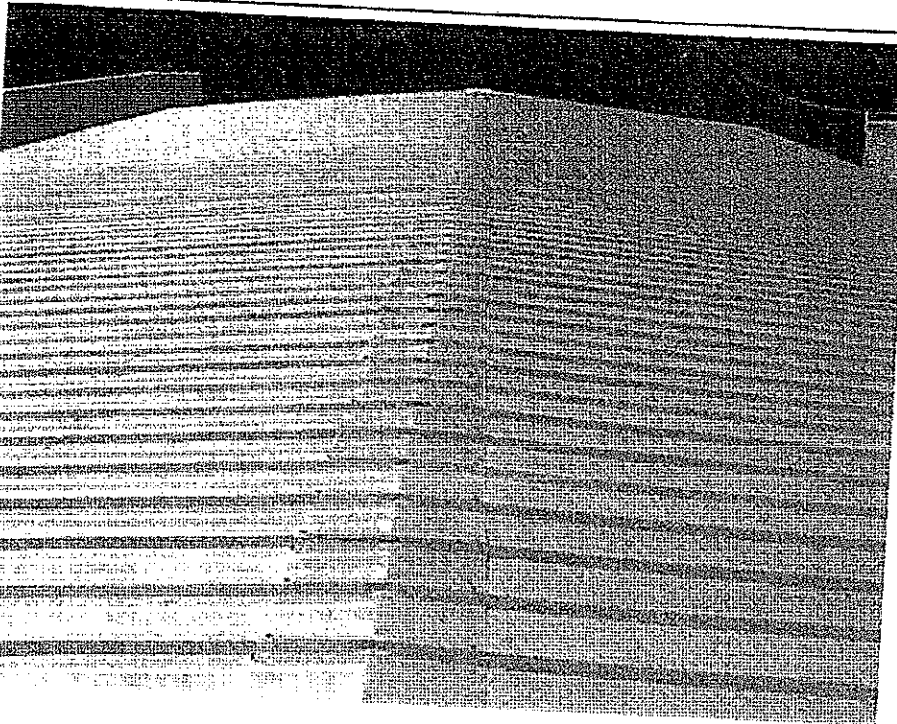


Photo - ROOF

OVERVIEW NO DAMAGE

Photo - RISK

FRONT 1835

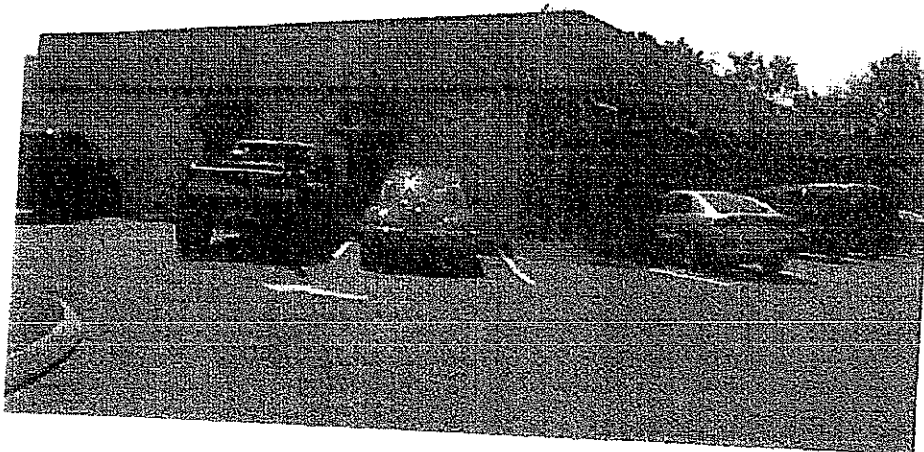


Photo Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017
Policy # 034617-38525851-04
Ins Claim #

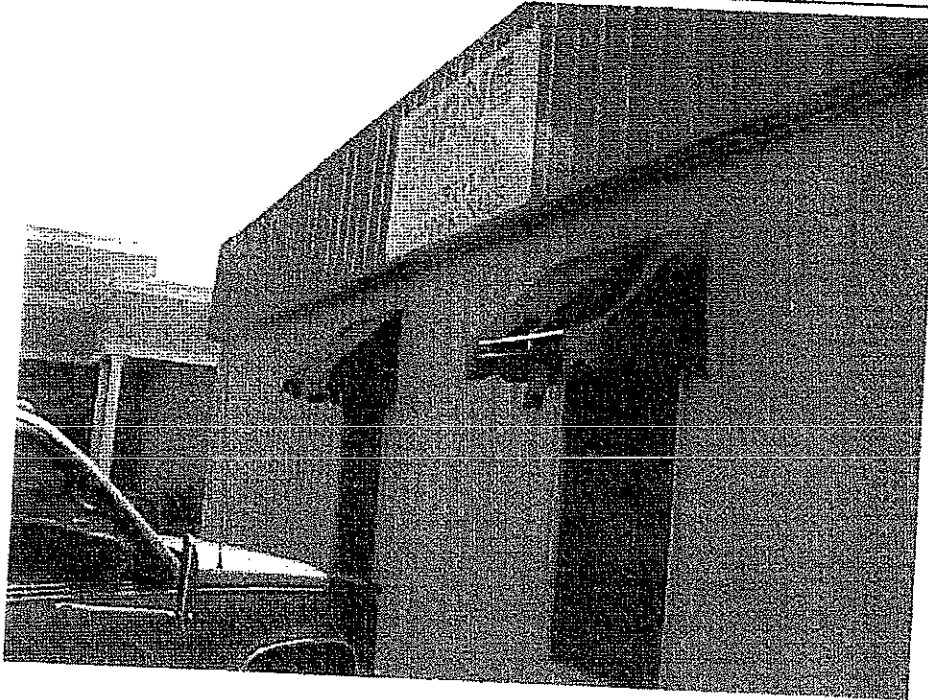


Photo - AWNING

CANVAS DAMAGE

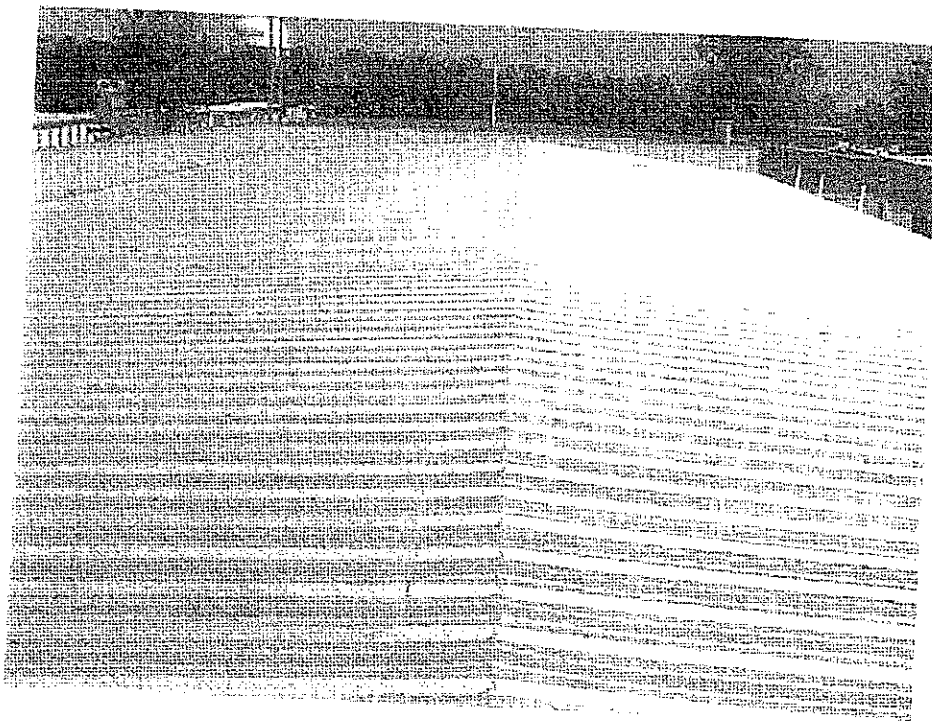


Photo - ROOF

OVERVIEW

Photo Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017

Policy # 034617-38525851-04

Ins Claim #

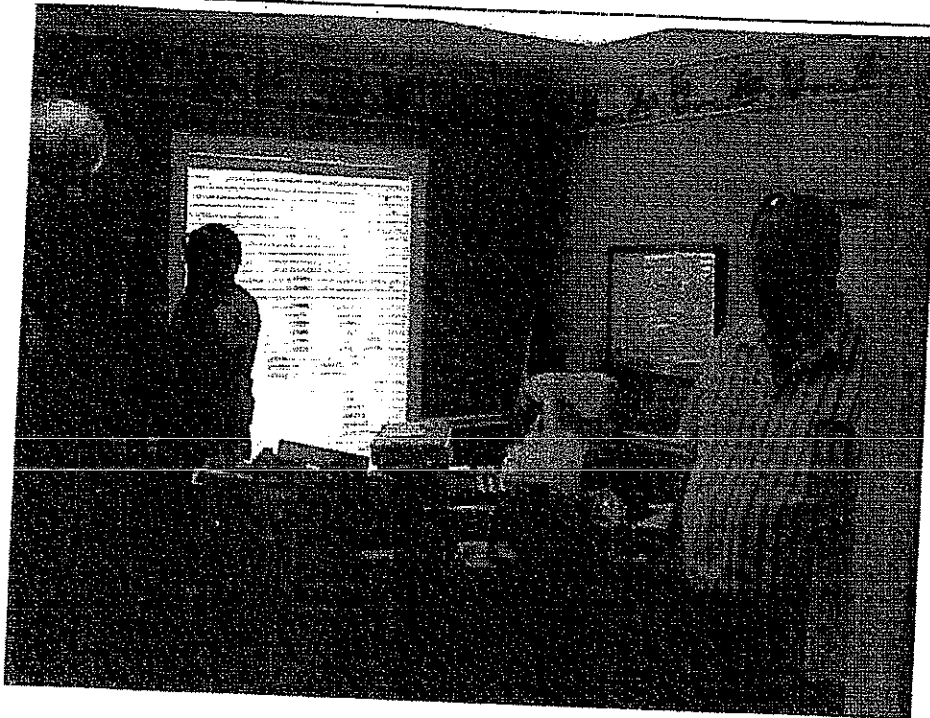


Photo -OFFICE 1

SCOPE



Photo - OFFICE 1

CEILING & BORDER DAMAGE

Photo Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017
Policy # 034617-38525851-04
Ins Claim #

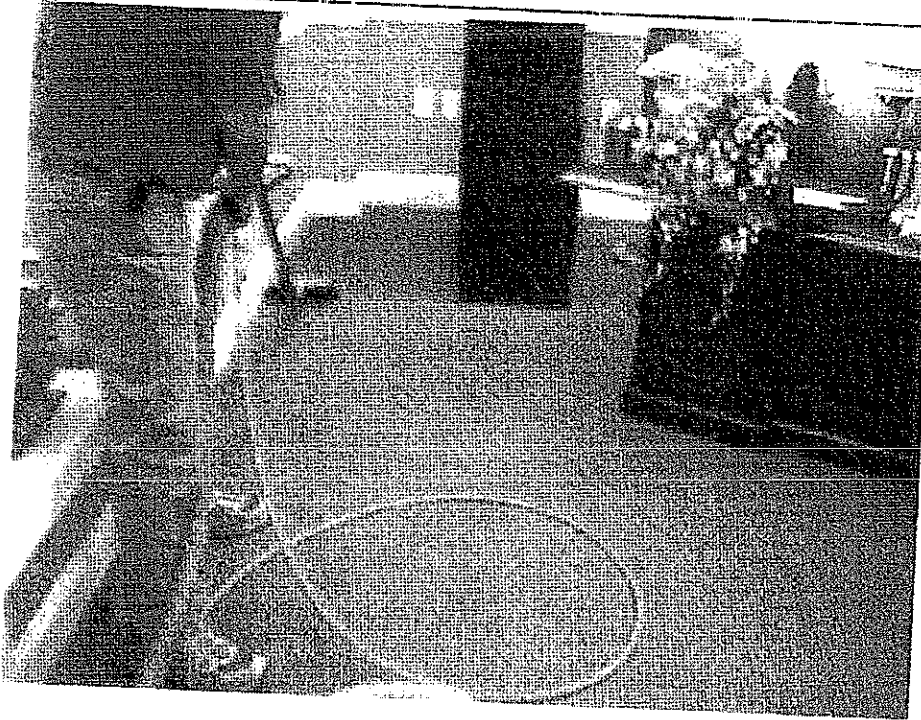


Photo - OFFICE 1

CLEAN CARPET

*Insured called back
10/3. Cleaning did
not work.*



Photo - WAREHOUSE

CEILING DAMAGE

Photo Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017
Policy # 034617-38525851-04
Ins Claim #



Photo - WAREHOUSE

SCOPE

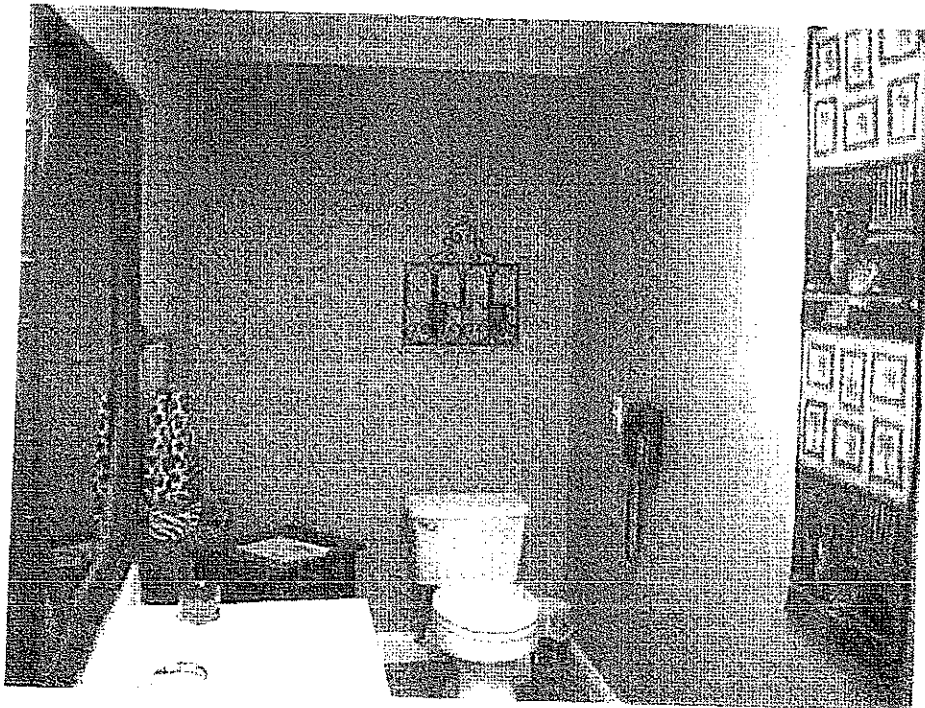


Photo - BATHROOM

SCOPE

Photo Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017

Policy # 034617-38525851-04

Ins Claim #

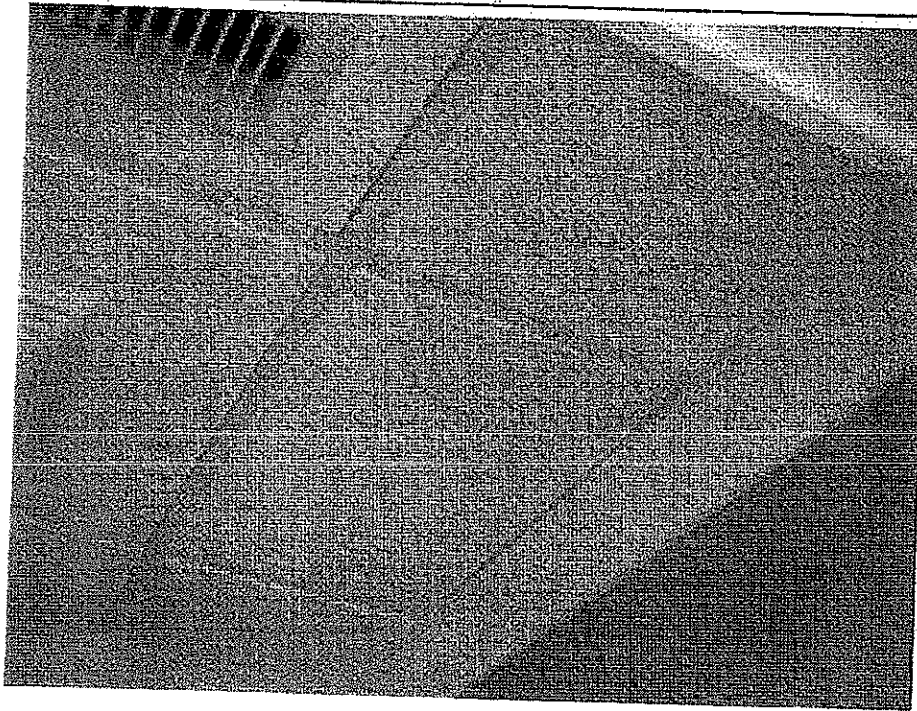


Photo - BATHROOM

CEILING DAMAGE

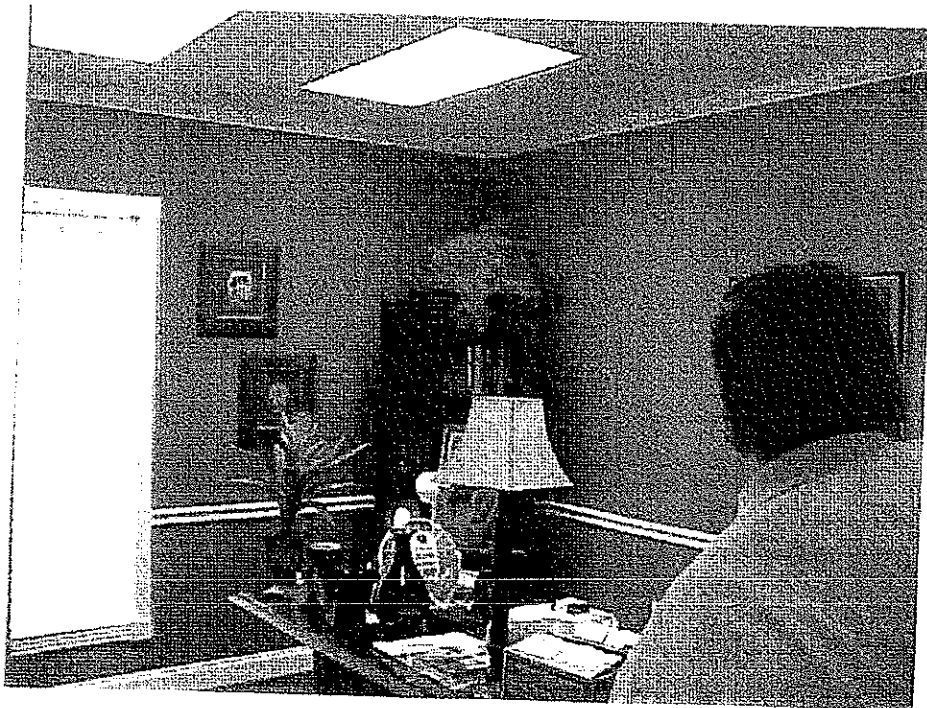


Photo - OFFICE 2

SCOPE

Photo Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017
Policy # 034617 38525851-04
Ins Claim #

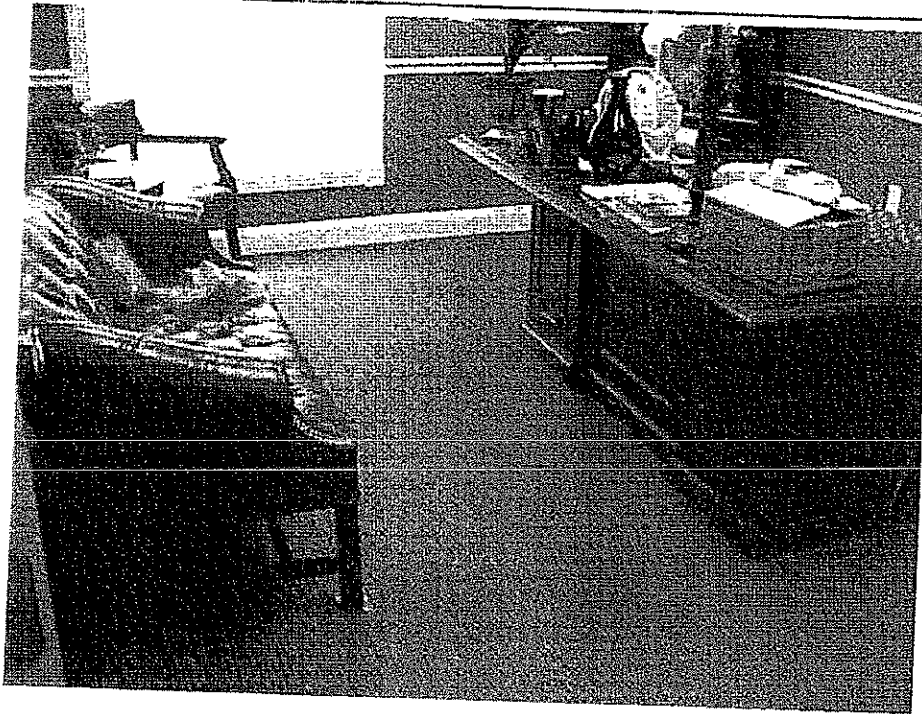


Photo - OFFICE 2

CLEAN CARPET

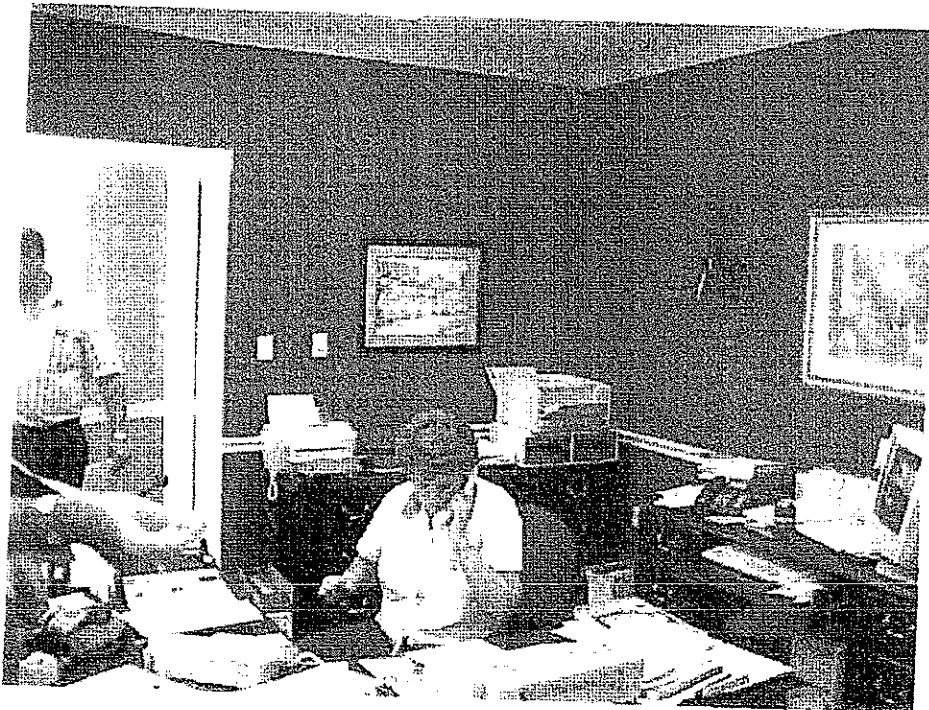


Photo - RECEPTION

CLEAN CARPET

Photo Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017
Policy # 034617-38525851-04
Ins Claim #

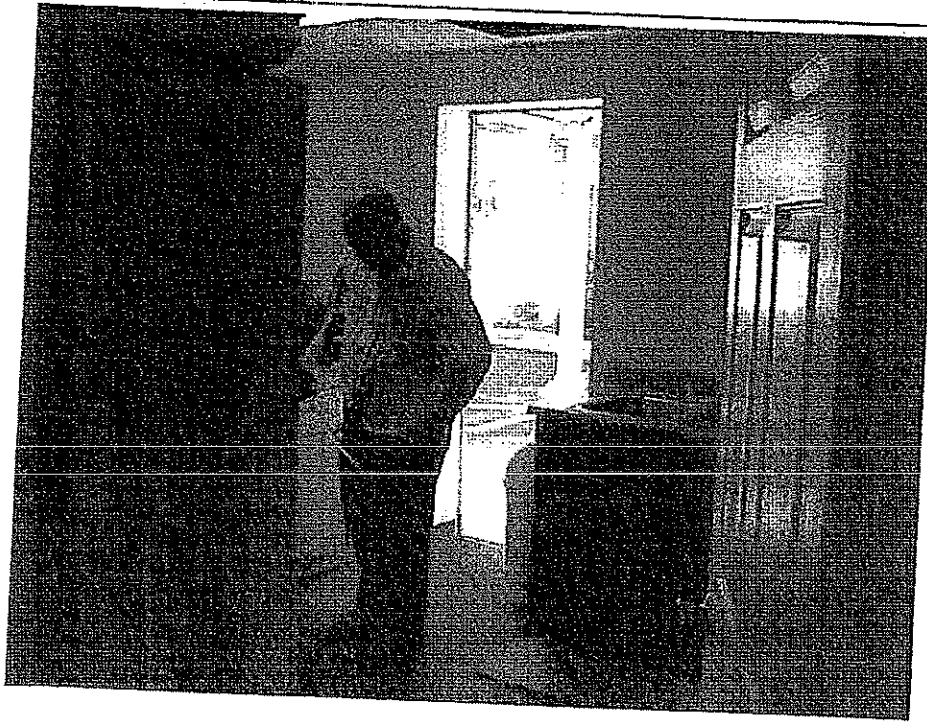


Photo - KITCHEN

SCOPE

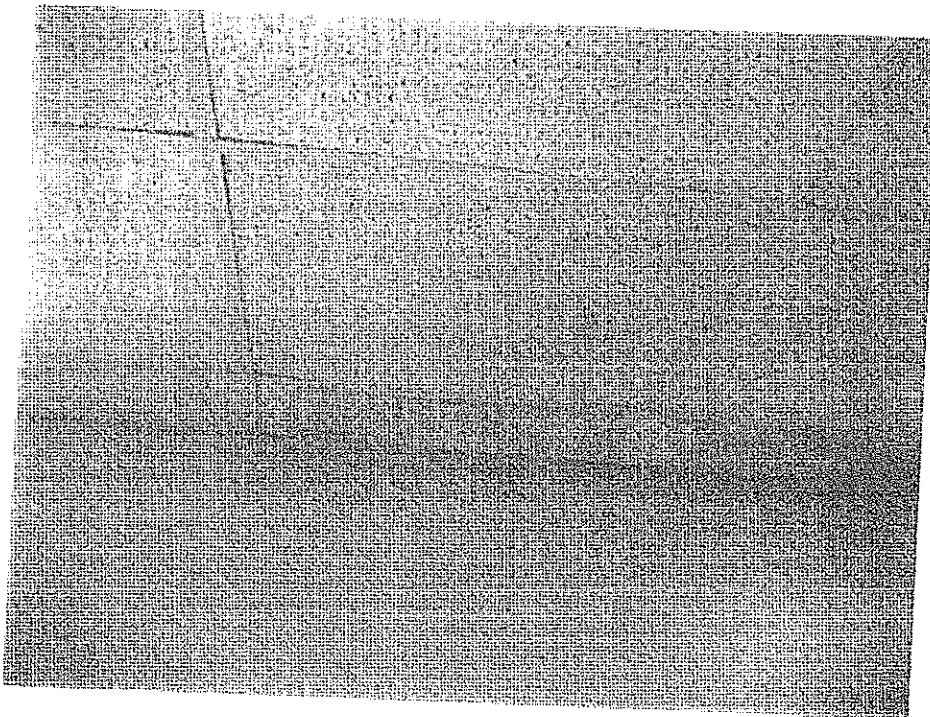


Photo - KITCHEN

CEILING DAMAGE

Photo Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017
Policy # 034617-38525851-04
Ins Claim #



Photo - ~~MAIN ATTRACTION~~
MERLE NORMAN

SCOPE Retail Space 1

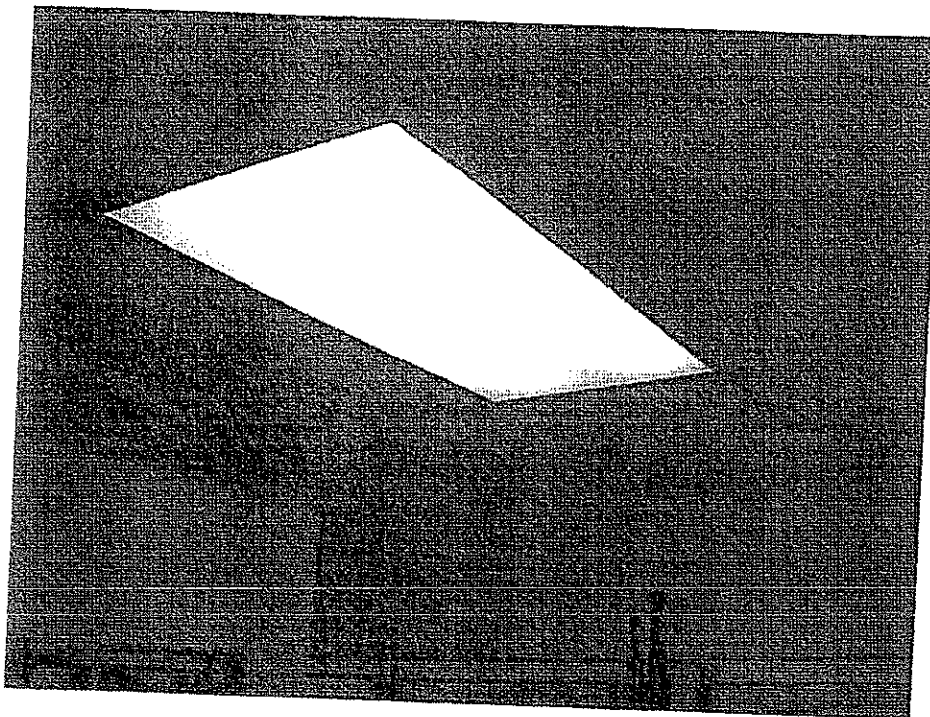


Photo - ~~MAIN ATTRACTION~~
MERLE NORMAN

CEILING DAMAGE

Retail Space 1

Photo Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017
Policy # 034617-38525851-04
Ins Claim #

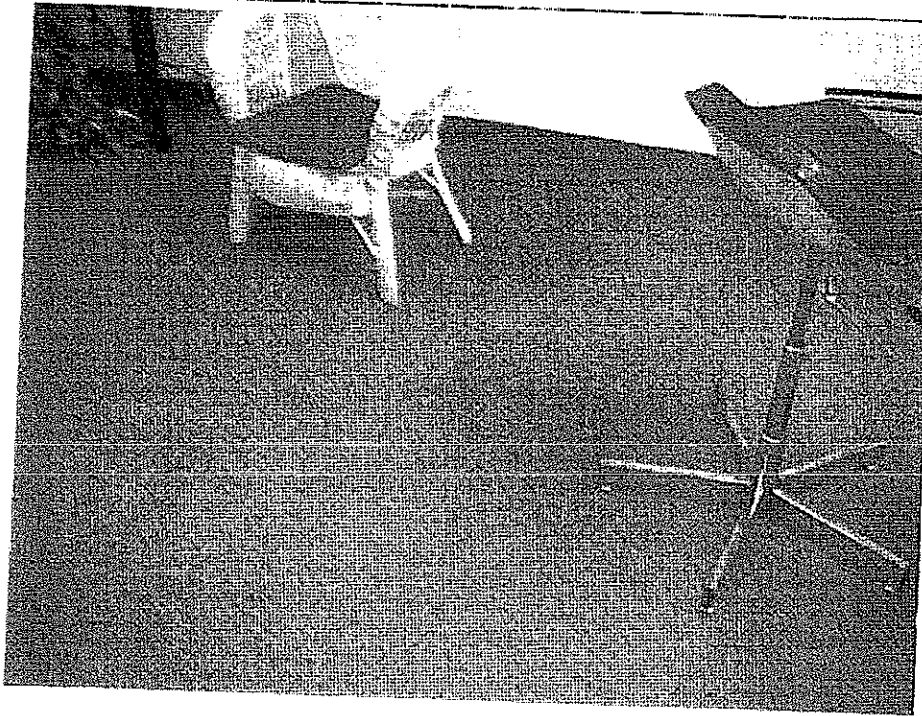


Photo - MERLE NORMEN

CLEAN CARPET - Cleaning did not work, Insure called on 10/3 with request to replace.

Retail Space 2

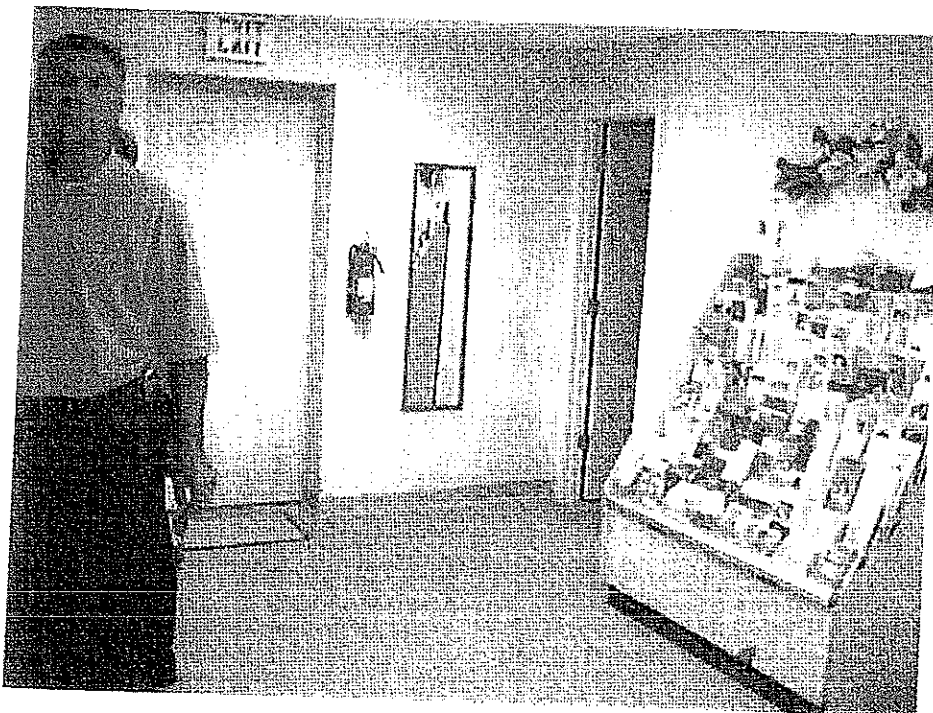


Photo - PREGNANCY RESOURCE

SCOPE

Retail Space 3

Photo Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017

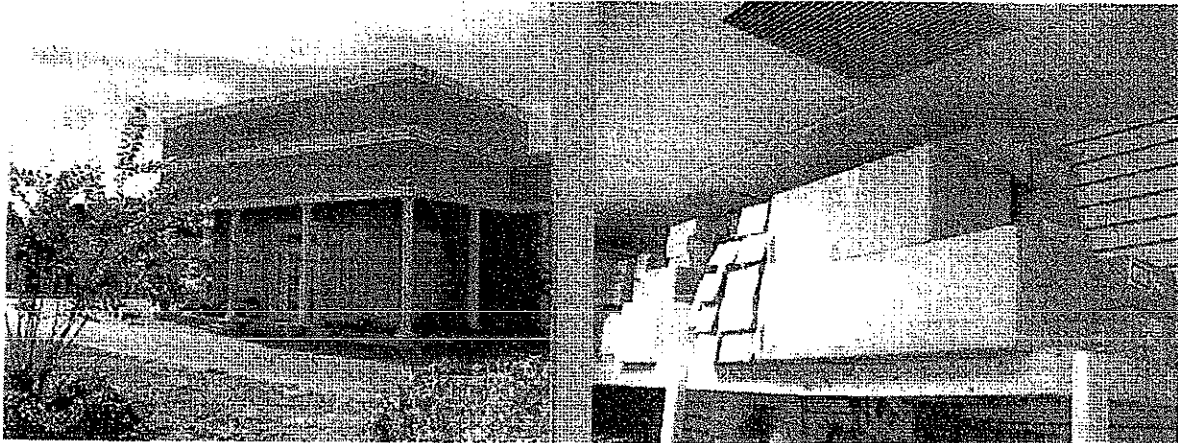
Policy # 034617-38525851-04

Ins Claim #



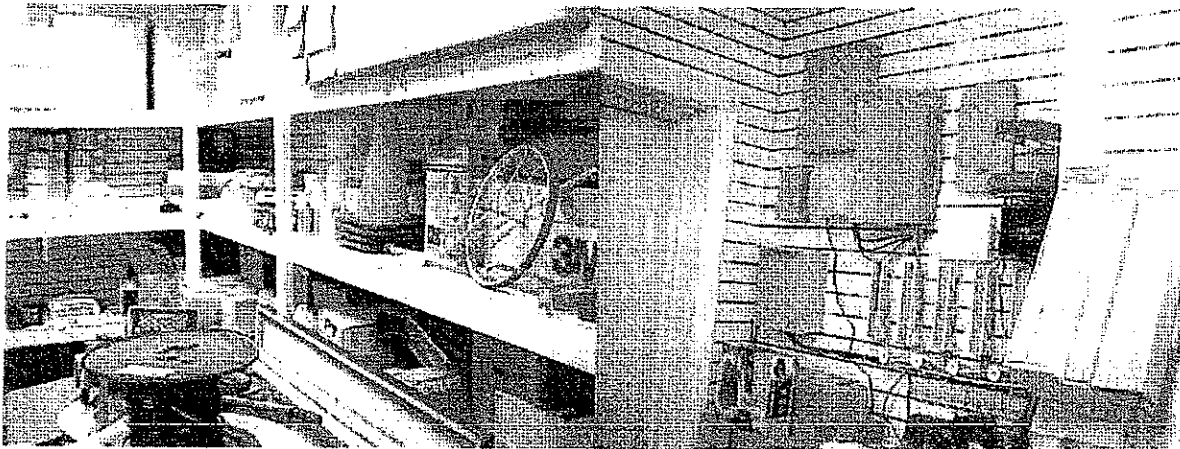
Photo - PREGNANCY RESOURCE

CEILING DAMAGE



MVC-001F.JPG
2004/11/16 11:01:48

MVC-002F.JPG
2004/11/16 11:22:14

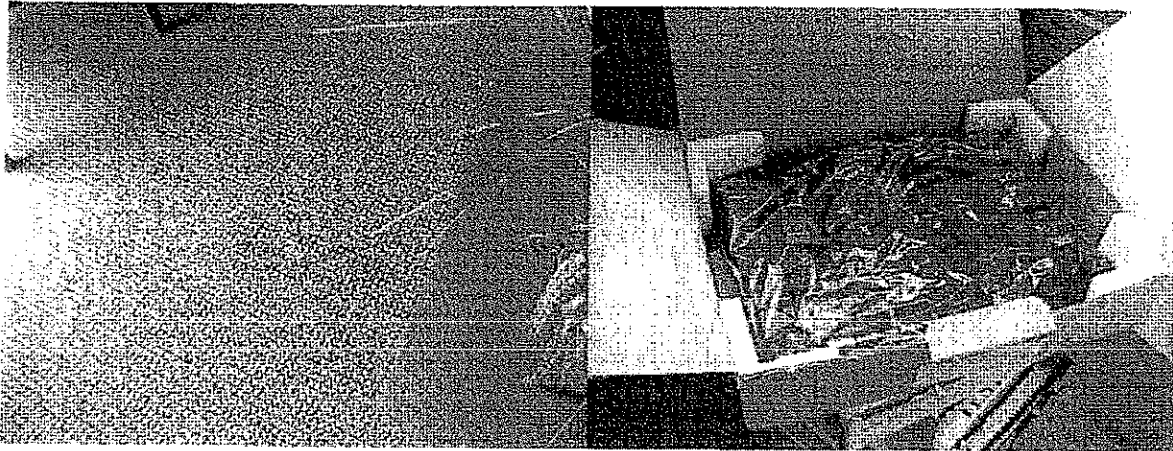


MVC-003F.JPG
2004/11/16 11:22:26

MVC-004F.JPG
2004/11/16 11:22:58

Area insured claims
Inventory got wet

New phone
sys in Bldg



MVC-005F.JPG
2004/11/16 11:24:44

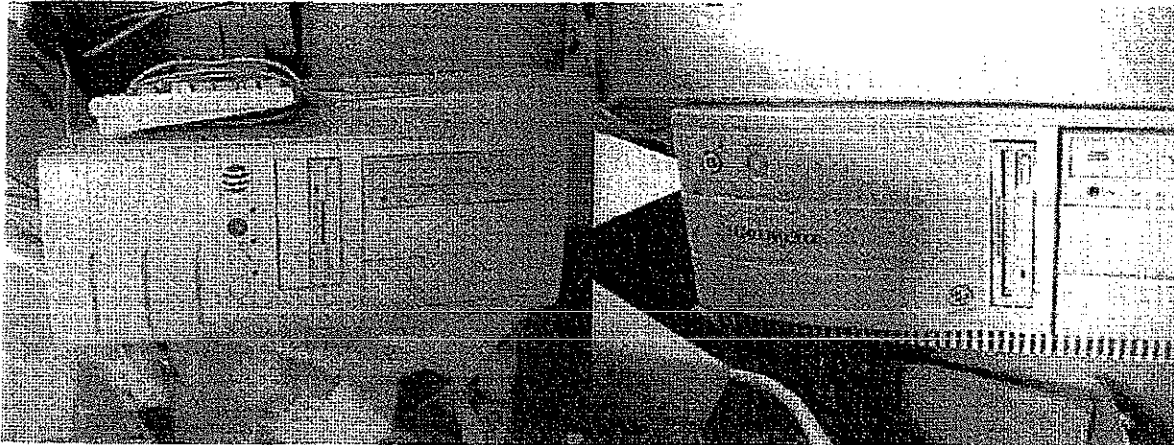
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2004/11/16 11:36:18



MVC-007F.JPG
2004/11/16 11:36:54

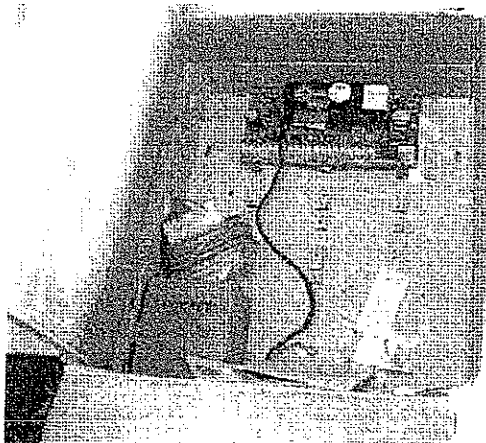
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2004/11/16 11:38:20

*For Inventory
Issued claims
get well*

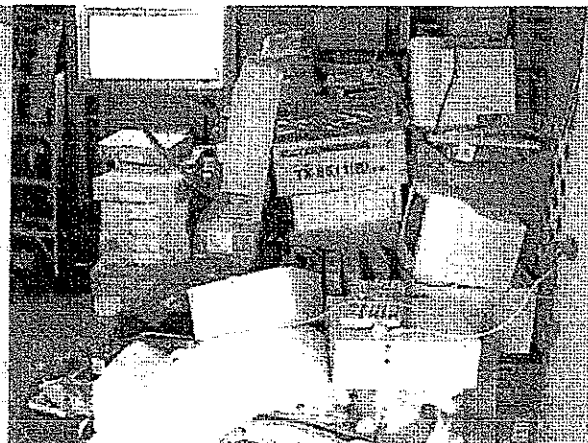


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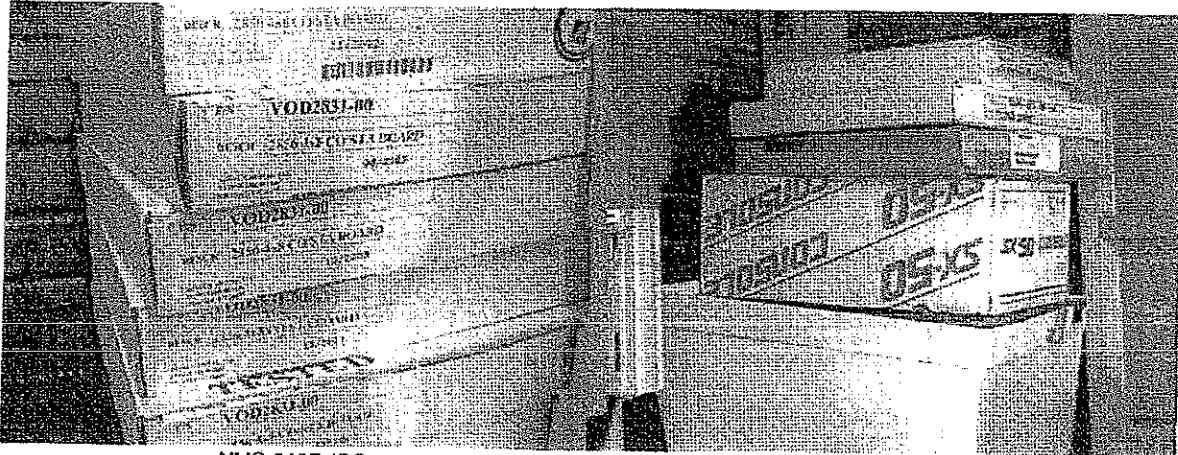
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2004/11/16 11:40:20



MVC-012F.JPG
2004/11/16 11:42:34



MVC-013F.JPG
2004/11/16 11:42:54

MVC-014F.JPG
2004/11/16 11:45:10

Quotation

Pioneer Telephone Services, Inc
P. O. Box 1606
Andalusia, AL 36420-1227

Quote Number:
13383

Quote Date:
Oct 29, 2004

Page:
1

Quoted to:

Pioneer Telephone Services, Inc
P. O. Box 1606
Andalusia, AL 36420-1227

Customer ID	Good Thru	Payment Terms	Sales Rep
2228777	11/28/04	Net 10 Days	JHW

Quantity	Item	Description	Unit Price	Extension
		LIGHTNING DAMAGE DONE DURING HURRICANE IVAN'S STORMS REPLACED EQUIPMENT AND TESTED.		
1	00LBR	LABOR	2,410.00	2,410.00
1	00NS19404	NORSTAR MODULAR ICS KSU 0X32	989.00	989.00
1	00NS19419	NORSTAR CALLER ID IRK CTG	498.00	498.00
1	00NS19467	CALL PILOT 150 AUTO ATTENDANT/VOICEMAIL	1,995.00	1,995.00
1	00M7324	24 Button Keypad w/Display	150.00	150.00
3	00I7316B	CHARCOAL 16-BUTTON PHONE	129.00	387.00
3	00I7208B	CHARCOAL 8-BUTTON KEYPAD	115.00	345.00
1	00VISTA-20P	V20P ATTACK PACK W/6160	804.35	804.35
1	00SDX16C80GB	DIGITAL SPEAKER SYSTEM	2,908.01	2,908.01
2	00AO\38\000000001K629A	1/3" COLOR DIGITAL CAM 350TVL	173.99	347.98
2	00EO-63-13VG550S	1/3" 5-50mm VARIFOCAL LENSE	136.00	272.00
2	00PE-EH3512MI	EH3512 W/EM1450 MOUNT	89.98	179.96
1	00LO\ST\00000000PS2416	CCIV POWER SUPPLY	147.90	147.90
1	00FMA	TELEVISION ANTENNA	167.95	167.95
1	00	TELEVISION ANTENNA AMPLIFIER	119.60	119.60
1	00TELESCOPIC MAST	30' IV ANTENNA POLE	169.00	169.00
1	00VWM-680	SANYO 4-HEAD HI-FI VCR	79.96	79.96
1	00ONK-IX-DS797	THX SELECT RECEIVER	946.00	946.00
1	00ONK-IX-8511	STEREO RECEIVER	259.00	259.00
1	00	DELL COMPUTER SYSTEM (FLAT PANEL	1,687.00	1,687.00
			Subtotal	Continued
			Sales Tax	Continued
			Total	Continued

AO00274

Quotation

Pioneer Telephone Services, Inc.
P O. Box 1606
Andalusia, AL 36420-1227

Quote Number:
13383B

Quote Date:
Oct 29, 2004

Page:
1

Quoted to:

Pioneer Telephone Services, Inc
P O Box 1606
Andalusia, AL 36420-1227

Customer ID	Good Thru	Payment Terms	Sales Rep
2228777	11/28/04	Net 10 Days	JHW

Quantity	Item	Description	Unit Price	Extension
		EQUIPMENT IN WAREHOUSE WATER DAMAGED BY IVAN'S STORMS		
1	00SX50	MIEL CABINET	375 00	375 00
1	00SX50PS	MITEL SX50 POWER SUPPLY	325 00	325 00
1	009102-018-000	MIEL CONSOLE	375 00	375 00
1	009110-211-000	MIEL 4 TRK CIR CARD	175 00	175 00
2	009104-020-001SA	16 CT SIA CARD	559 00	1,118 00
1	00NSCICS	NS CICS KSU	300 00	300 00
13	00I7100B	NORSIAR SINGLE LINE BLACK	89 00	1,157 00
2	00I7100	PLAINUM SINGLE-LINE	89 00	178 00
7	00T7208B	CHARCOAL 8-BUTTON KEYSET	105 00	735 00
6	00I7316B	CHARCOAL 16-BUTTON PHONE	129 00	774 00
20	002831-00	4X8 CO KEY STATION BOARD	175 00	3,500 00
1	002830-16	CPU/VCM PROCESSOR	225 00	225 00
27	001414-08	EXECUTIVE DISPLAY SPEAKERPHONE	135 00	3,645 00
12	001412-08	ENHANCED SPEAKERPHONE	109 00	1,308 00
1	00SP4000 00	BKSU (BASIC KSU)	1,499 00	1,499 00
1	00SP4074-00	DCU		
1	00SP4032-00	KIB BOARD		
1	00SP4031-00	COB BOARD		
1	00SP4030-00	CPB		
1	00SP4033-00	SIB BOARD		
1	00SP4035-00	APL		
6	00SP4032-00	KIB BOARD	139 00	834 00
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			Sales Tax	Continued
			Total	Continued

AO00275